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August 4, 2014

**TO:** Each Supervisor

**FROM:**   
Sheryl L. Spiller, Director

**SUBJECT: MOTION BY SUPERVISOR RIDLEY-THOMAS ON IMPLEMENTATION  
OF THE EXPRESS LANE ENROLLMENT PROJECT (ITEM NO. 2,  
JUNE 4, 2014)**

This is to provide you with a status report on the Department of Public Social Services' (DPSS) progress in implementing the Express Lane Project to provide Medi-Cal coverage to CalFresh participants. Below we provide a summary of our outreach efforts, implementation activities and data on the number of enrollments.

On June 4, 2014, on a motion by Supervisor Ridley-Thomas, the Board instructed the Director of DPSS to fully implement the Express Lane streamlined eligibility process described in the State Department of Health Care Services (DHCS) All County Welfare Directors Letter and the Center for Medicaid and Medicare Services Guidance. DPSS was instructed to report back to the Board in writing within 60 days and monthly thereafter, on progress, including any outreach, computer programming and workload adjustment efforts the Department has made to comply with the motion, as well as the number of individuals successfully enrolled through the process.

As of May 31, 2014, approximately 30,000 CalFresh participants had enrolled in Express Lane Medi-Cal in Los Angeles County in response to a notice mailed by DHCS in February. The notices informed the participant of his/her Express Lane eligibility. The notice allow individuals, not households, to opt into Medi-Cal; therefore, in CalFresh households with more than one person, each person has to opt into Medi-Cal individually.

### **OUTREACH ACTIVITIES**

DPSS has identified 245,220 CalFresh participants who are eligible for Express Lane Medi-Cal, but who are not yet enrolled. These individuals meet the following eligibility criteria:

- Receiving CalFresh benefits;
- Under the age of 65;
- Not blind or disabled; and
- Do not have Medi-Cal.

As individuals enter and exit the CalFresh program, they will enter and exit the pool of individuals eligible to enroll in the Express Lane Program.

To receive Express Lane Medi-Cal, CalFresh participants must opt into Express Lane Medi-Cal. They can opt-in verbally, by informing a DPSS staff person by phone or in person. To facilitate this opt-in process, we have participated in meetings to share information on Express Lane and have planned outreach activities to the eligible population to both inform and obtain their consent to be enrolled.

### **COMPLETED OUTREACH ACTIVITIES**

- Presentations on the Express Lane Project were conducted at the following meetings:
  - May 2014 – Health and Nutrition Community Meeting;
  - June 2014 – CalFresh Community Partners Meeting; and
  - July 2014 – Countywide DPSS CalFresh Outreach Meeting.
- In July 2014, we created and added a Twitter Link regarding the Express Lane Enrollment Project. Followers can access a Frequently Asked Questions document via Twitter, @DPSS\_CalFresh.

### **PLANNED OUTREACH ACTIVITIES**

- In early August 2014, telephone outreach will begin to individuals who are eligible for Express Lane Medi-Cal, informing them of their eligibility for the program and encouraging them to opt-in during that phone call.
- DPSS will release staff instructions that will require staff to offer eligible participants the opportunity to opt into Express Lane during every point of contact, especially during their CalFresh Recertification interviews.

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### **COMPUTER PROGRAMMING**

Implementation of Express Lane automation in LEADER is scheduled for October 2014. After implementation, LEADER will monitor and track Express Lane recipients for the 12-month eligibility period. Until then, all activity is tracked manually, as enrollment in Express Lane is input into the State's MEDS system, but does not appear in LEADER.

We will provide the Board with the first monthly update on the Implementation of the Express Lane Project in 30 days.

If you have any questions or require additional information, please contact me at (562) 908-8383, or your staff may contact Jose R. Perez, Chief In-Charge, at (562) 908-8633, or via email at [joseperez@dpss.lacounty.gov](mailto:joseperez@dpss.lacounty.gov).

SLS:ca

c: Chief Executive Officer  
Executive Officer, Board of Supervisors  
County Counsel  
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